Credit Control and Debt Management: Strategies for Success

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Kigali (Rwanda)



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Why This Course

Effective credit control and debt management are essential for protecting cash flow, reducing financial risk, and maintaining healthy customer relationships. Organizations need structured credit policies, reliable credit assessment methods, and professional collection strategies to minimize bad debts while supporting sustainable business growth.

This comprehensive 1-week course provides a practical approach to advanced credit control, credit risk assessment, debt collection, and debt management. Participants will learn how to develop credit policies, assess customer creditworthiness, manage collection processes, understand legal and compliance requirements, and use technology to improve credit control performance.

The program combines financial analysis, risk management, negotiation techniques, and operational best practices to help participants make stronger credit decisions and improve debt recovery outcomes.

What You'll Learn and Practice

By joining this program, you will:

- Develop and implement effective credit control policies and procedures.
- Assess customer creditworthiness using financial analysis and credit scoring.
- Interpret credit reports, external data, and customer risk indicators.
- Design systematic and efficient debt collection strategies.
- Apply negotiation techniques for successful debt recovery.
- Understand legal, compliance, and ethical requirements in debt management.
- Use technology, software solutions, and data analytics to improve credit risk management.
- Reduce bad debt exposure while maintaining positive customer relationships.

The Program Flow

Day 1: Foundations of Credit Control

- Introduction to credit management principles.
- Developing comprehensive credit policies and procedures.
- Credit risk assessment frameworks.
- Establishing credit limits, payment terms, and approval authorities.
- Aligning credit control with cash flow and business objectives.
- Practical exercise: reviewing and improving a credit policy structure.



Day 2: Advanced Creditworthiness Assessment

- Financial statement analysis for credit decisions.
- Using credit scoring models and customer risk ratings.
- Interpreting credit reports and external credit data.
- Predictive analytics in credit assessment.
- Identifying early warning signs of credit deterioration.
- Workshop: assessing customer creditworthiness using financial and non-financial data.

Day 3: Effective Debt Collection Strategies

- Designing a systematic collection process.
- Prioritizing accounts and managing collection workflows.
- Negotiation techniques for debt recovery.
- Managing challenging debtors professionally.
- Leveraging technology in collections and follow-up.
- Role-play exercise: conducting a debt recovery negotiation.

Day 4: Legal and Compliance Aspects

- Legal frameworks governing debt recovery.
- Compliance requirements in credit management.
- Debt restructuring and insolvency procedures.
- Documentation requirements for debt recovery.
- Ethical considerations in debt collection.
- Case study: managing a complex debt recovery situation.

Day 5: Optimizing Credit Control Operations

- Implementing credit management software solutions.
- Key performance indicators for credit control.
- Strategies for reducing bad debt write-offs.
- Integrating credit control with overall financial strategy.
- Reporting credit risk and collection performance to management.
- Final workshop: building a credit control improvement plan.

Individual Impact

- Strengthen credit analysis and debt management capabilities.
- Improve confidence in making informed credit decisions.
- Build practical negotiation skills for debt recovery.
- Enhance understanding of legal and compliance issues.
- Gain tools to manage credit risk more effectively.



Work Impact

- Improve cash flow and working capital performance.
- Reduce overdue accounts and bad debt write-offs.
- Strengthen credit policy implementation and governance.
- Enhance collection efficiency and customer communication.
- Support better financial risk management across the organization.

Training Methodology

This course uses a practical and application-focused learning approach. Training methods include:

- Interactive discussions on credit control and debt management.
- Financial analysis exercises for credit assessment.
- Credit policy and collection process workshops.
- Debt recovery negotiation role plays.
- Legal and compliance case studies.
- Practical templates, KPIs, and credit management tools.

Beyond the Course

By the end of this course, participants will be able to design stronger credit policies, assess credit risks accurately, manage debt collection more effectively, and use technology and analytics to improve credit control performance. They will return ready to protect cash flow, reduce bad debt exposure, and strengthen financial decision-making within their organizations.

